

Message

From: Pengelly, Richard [/O=NIGOV/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0848947]
Sent: 07/04/2020 10:49:07
To: TEO HOCS (DS) [hocs@executiveoffice-ni.gov.uk]
Subject: Urgent - for NI call at 11
Attachments: Letter from MA to HOCS - Information flows.pdf

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To see update.

R.

Richard Pengelly
Permanent Secretary DoH and HSC Chief Executive

Tel: [REDACTED] I&S

From: Redmond, Liz
Sent: 07 April 2020 10:21
To: Pengelly, Richard <Richard.Pengelly@health-ni.gov.uk>
Cc: [REDACTED] NR @health-ni.gov.uk; Montgomery, Laverne <Laverne.Montgomery@health-ni.gov.uk>; [REDACTED] NR @health-ni.gov.uk
Subject: RE: DOC and Hub

Richard,

The EOC and Health Protection Branch had been receiving very detailed, lengthy queries from NIO with tight turn-around times, both before the NI Hub was set up and subsequently through the NIO Hub Liaison Officer. Our C3 lead raised this with the NI Hub on a teleconference on 26 March where it was confirmed by the NI Hub that requests from NIO should continue to be by way of respective Private Offices. We understand that TEO were to issue some guidance to Departments subsequently, and to date we are not aware that there is an agreed protocol for NIO queries being directed at Departments via NI Hub liaison officers.

We then became aware, late last week, of the attached letter sent to David Sterling. We sought advice from La'Verne and our Private Office on the correct procedures to follow and it was confirmed to us that the usual Private Office to Private Office route applied, so we have had this confirmed as recently as last week. Our interpretation of this letter is that if NICS Departments wish to escalate an issue, then they can do so via NIO Hub Liaison Officer as the first point of escalation. NIO requests for information from us would not necessarily be treated in the same way, though appreciate this may change.

As far as I am aware, through our C3 lead who has made inquiries, TEO guidance has not been issued or agreed, and so our usual PO-to-PO approach applies.

I hope this is helpful for your 11am call, let me know if you need anything else.

Copying La'Verne and Kim in case they are aware of any subsequent changes to the PO-to-PO protocol.

Liz

Liz Redmond

Director of Population Health

Tel: **I&S**